one or more quotations provided by respective service providers.

37.   A computer operating under the control of the computer readable medium of claim 29.

38.   A computerised method of enabling a comparison of a performance of a service provider performing a service against at least one performance expectation, said method including:

(a)   setting at least one initial performance expectation in relation to the service;

(b)   receiving a request to amend the initial performance expectation in relation to the service;

(c)   processing the request by either accepting, rejecting or modifying the received request;

(d)   determining at least one current performance expectation in relation to the service on the basis of at least one initial performance expectation and the processed request; and

(e)   comparing the performance of the service provider in relation to service to the least one current performance expectation.

39.   A computerised method as claimed in claim 38 in which the initial performance expectation is set on the basis of at least one of the following:

a default performance expectation

best practice data

the actual historical performance of one or more service providers

a service plan proposed by the service supplier

one or more quotations provided by respective service providers.

40.   A computerised method as claimed in either of claims 38 or 39 to 27 which includes, storing at least one of the following in a historical performance database:

at least one initial performance expectation;

a request to amend a performance expectation

at least one current performance expectation

actual performance data;

41.   A computer-readable medium having stored thereon executable instructions for causing a computer to perform a method of any one of the preceding claims 1 to 28 or 38 to 40.

AMENDED SHEET (ARTICLE 19)